Hit the ground running...

Even *before* you install PC-cillin, it checks your main system files for viruses! Then once it's installed, PC-cillin keeps your computer virus-free with a series of automated tasks.

Here's what PC-cillin does straight out of the box:

- Checks for viruses every time you **Open**, **Copy**, or **Save** a file
- Checks email for viruses *as it arrives at your computer!*
- Monitors your Word and Excel sessions for macro viruses
- Scans and cleans all files on your hard drive every Friday
- Scans all program files for viruses every month
- Checks all your saved documents for macro viruses
- Guards against nasty Java applets and ActiveX controls while web surfing

Here's what you can do with the click of a button:

- Scan every file on your system and clean infected files
- Scan files from Windows Explorer or My Computer by right-clicking!
- Scan floppy diskettes and clean infected files
- Check your Word and Excel document(s) for macro viruses

No Limits

Of course, if you're a person who *likes* to customize your software, there is no limit to the number of Scan tasks you can have PC-cillin perform. You can ''set and forget'' as many tasks as you see fit.

Installing PC-cillin is easy and takes about five minutes. During installation (Windows 95 and 98 only) you will be prompted to create a set of four **Rescue Disks.** These disks can be used to start your computer if it ever becomes infected with a boot-sector virus. *We recommend that you create these disks even if you have rescue disks from a previous version of PC-cillin or another antivirus program*.

Here's how to install...

1. Insert the PC-cillin program CD into your CD-ROM drive.

   - If Autoplay is enabled, choose **Install** from the list of options that appears.

   - If Autoplay is not enabled, click the Windows **Start** button, then **Run.** Enter d:\go.exe in the **Open** field and click **OK** (where d:\ is the drive letter of your CD-ROM).

2. After accepting the License Agreement (required to proceed), PC-cillin will check and clean your system memory, boot sector, and critical files before installing the program files. If PC-cillin finds a virus during this scan, see page 5 for information on how to proceed.

3. When the scan is complete, enter your name, address, and the PC-cillin serial number (located on the inside front cover of the CD Booklet) and then specify the directory where you want to install PC-cillin.

Install choices (for Windows 95/98 installations only)

4. After PC-cillin has finished installing the program files, you are presented with the following installation choices:

   Parental Web Filtering. Installs PC-cillin **Web Filter**, which allows you to block objectionable web sites

   Malicious Object Protection. Enables PC-cillin **Web Security**, which keeps malicious Java applets and ActiveX controls from harming your computer while you browse the web

   POP3 Real-time Scan. Provides continuous protection against viruses entering your computer via Internet email

   Add Trend Active Desktop Item. Displays active content from Trend on your desktop (requires Internet Explorer 4.x or Windows 98)

   Add Trend Active Channel. Adds Trend's award-winning web site, *www.antivirus.com*, to your Channel Bar

   Update Program After Install. Automatically connects to the web and installs the latest virus pattern and program files

   By default, PC-cillin installs all of the options above.

5. To complete the installation, click **Next** and follow the on-screen instructions for creating Rescue Disks (see page 18).

If PC-cillin finds a virus…

If PC-cillin finds a virus while running the preliminary scan, it is not safe to install until the virus has been taken care of. Be sure to *clean* or *delete* any viruses that PC-cillin detects!

Boot Viruses

Boot viruses are especially troublesome because they occupy a sensitive part of the hard drive -- the boot sector -- and load in memory whenever the system is started. For this reason, boot viruses require a special cleaning procedure:

1. Get a clean, bootable floppy disk (e.g., the one you made when installing Windows) and be sure it's write-protected.

2. When prompted by PC-cillin, insert the disk into your floppy drive, exit Windows, and restart the computer.

3. When the computer restarts, you'll see a DOS prompt (an a:\ appearing on a dark screen). Type the following commands:

```
c:                [press Enter]
cd pcscan.tmp [press Enter]
pcscan /V /C  [press Enter]
```

Caution! Boot viruses spread easily. If PC-cillin detected a boot virus, chances are your floppy diskettes are also infected. After installing, run the **Floppy Scan** task and check *all* your floppies for viruses.

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I want to be sure my computer is completely virus-free

Good idea. In fact, the Virus Doctors at Trend recommend that you scan all of your computer files right after installing PC-cillin. It's important to do, and we made it easy.

Here's how:

1. Click the PC-cillin icon on the Windows taskbar.

2. When the Trend PC-cillin window opens, click the **Scan** button, then click the **Scan Manager** icon.

3. A list of tasks appears. Select the first, **Complete scan after installation**, and click **Run**.

   Voila! That's it. A complete scan may take from 5 to 20 minutes to finish, depending on how many files are involved.

So, you may ask, "why is it necessary to do a complete scan if PC-cillin already scanned my computer before installing?" Well, the preliminary scan was to check for viruses in your computer memory, boot sector, and some critical files. But it didn't check *every* file on your hard drive. That's what this scan task will do.

PC-cillin caught a virus! What should I do?

Kill it! That is, clean the file; kill the virus. With PC-cillin, it's easy to do.

Here's how:

1. If you're running one of PC-cillin's preset tasks, any infected files are cleaned automatically. In this case you don't have to do anything except, perhaps, check the log to see the results.

2. If you're doing an on-demand scan using the **Scan Wizard,** you can have PC-cillin take one of the following actions on infected files:

   Clean (and back up) infected files

   Quarantine the infected file in a special directory

   Delete the file, virus and all

   Pass over the file, in other words, take no action

   Deny Access to the infected file so the virus doesn't spread (available in Real-time Scan)

   Rename the file with a .VIR extension

   We recommend that you **Clean** infected files. If they cannot be cleaned, for example, because the file is corrupted or due to the nature of the virus, the next safest thing is to quarantine it.

Files that cannot be cleaned are usually program files (.exe, .com, .sys) rather than document files (.doc, .xls, etc.). This is actually good news, because you probably have a copy of the original program file some-where. Your documents are less easily replaced.

Putting viruses in quarantine

Let's say you've got a file that you suspect is infected, but you're not sure. Or perhaps you have an infected file that, for whatever reason, PC-cillin couldn't clean but you don't want to delete it. In this case, "Quarantine it."

Here's how:

1. From the main Trend PC-cillin window, click the **Quarantine** button, then the **Quarantine** icon that appears.

2. Click **Add**, then after locating the file you want to quarantine, double-click it. PC-cillin will perform a quick scan and tell you whether the file appears to be infected.

   - *If PC-cillin finds a virus*: You can **clean** the file, or move it to the **Quarantine** directory without cleaning

   - *If PC-cillin doesn't find a virus*: You can **Quarantine** the file anyway, leave it alone, or send it to Trend for analysis.

OK. My system is clean. Now, how do I keep it clean?

PC-cillin is already set up to keep your system virus-free. After installing, you don't *have* to do *anything* to ensure that your system stays virus-free.

PC-cillin gives you this certainty using three layers of protection:

Real-time Scanning. Watches over your computer and will detect a virus as soon as it arrives at your computer.

Each time you **Open**, **Copy**, **Save**, or **Move** a file, the real-time scanner performs a quick check of the file. Because it works invisibly, in the background, you probably won't even know it's there.
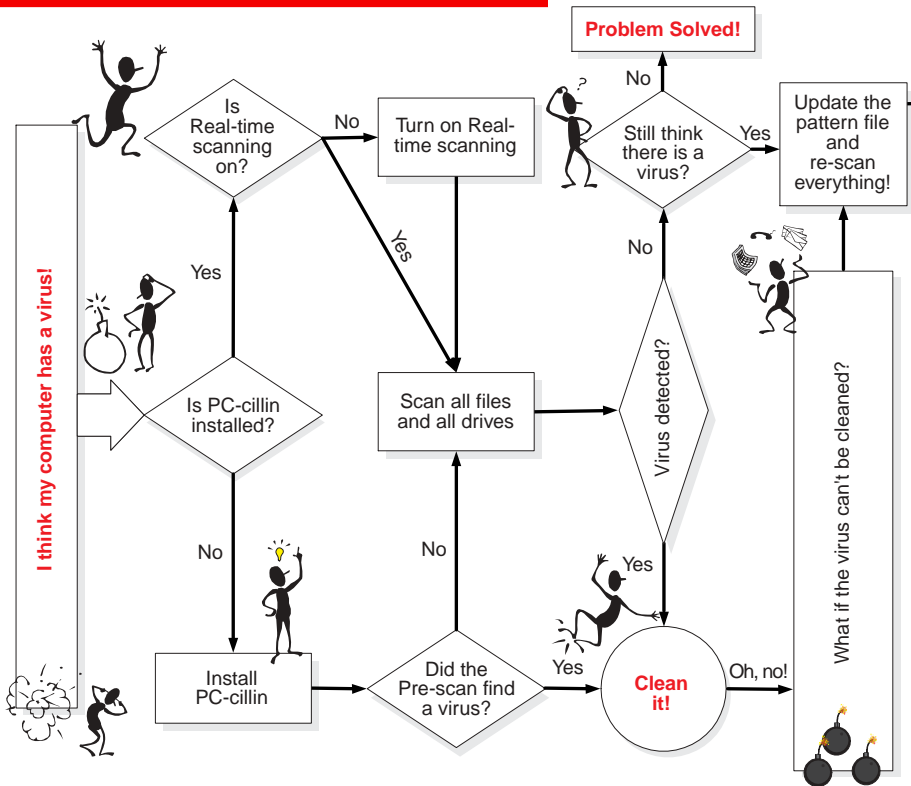
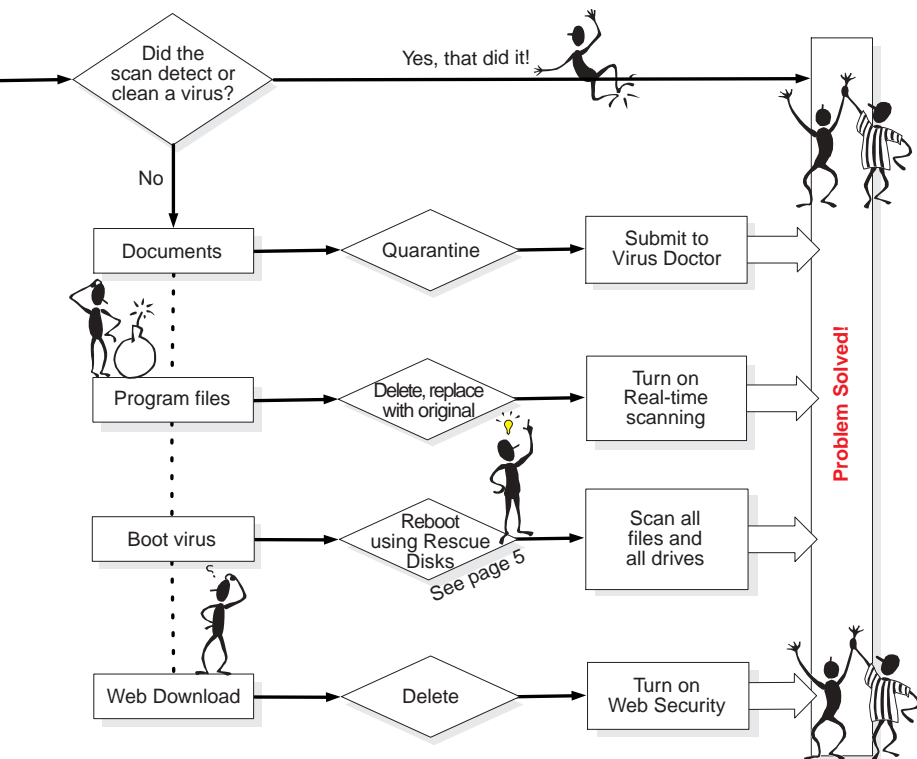**Scheduled Scanning.** Checks the files most likely to be infected by viruses, including Internet downloads and document files. Monthly scans will check every file on the system.

Automatic virus pattern updates. If you are using your computer when a scheduled update is set to go off, PC-cillin will automatically dial-in to the Internet. The download occurs "silently" if you are already connected to the Internet.

Problem Solved!

Is Real-time scanning on?

No — Turn on Real-time scanning

Yes

Still think there is a virus?

No

Yes — Update the pattern file and re-scan everything!

I think my computer has a virus!

Is PC-cillin installed?

Yes

No

Scan all files and all drives

Virus detected?

No

Install PC-cillin

No

Did the Pre-scan find a virus?

Yes

Clean it!

Yes

Oh, no!

What if the virus can't be cleaned?

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I want to run a quick check of a file…

PC-cillin makes it easy to run a quick check of any file, any time.

For example, say you want to check a compressed file, a Word document, or Excel spreadsheet before sending it to someone in an email. There are three quick ways you can do it.

Here's how:

If PC-cillin is open, just "drag" the file(s) in question over to the open PC-cillin window. Zap! That's it. As soon as you release the mouse button, PC-cillin will check the file for viruses and report the results back to you.

If Windows Explorer or My Computer is open, locate the file you want to scan and right-click it. Choose **Properties** from the pop-up menu that appears, then click the **Virus Property** tab. PC-cillin will clean the file (if infected) or let you know if no virus was found.

A third way to run a quick check of a file, also from My Computer or the Windows Explorer, is to right-click the file in question and choose **PC-cillin** from the pop-up menu that appears. PC-cillin will run a quick scan of the file and report the results back to you.

What is real-time scanning?

PC-cillin's Real-time Scan works in the background to provide constant protection against viruses entering your computer.

In addition to monitoring the most commonly infected file types, Real-time Scan checks the files you download from the Internet, copy from a floppy, receive as email, and open from a compressed file.

Whenever a virus is found, Real-time Scan takes the action specified in the Scan Options screen. You can configure these PC-cillin options however you see fit.

Here's how:

1. With the PC-cillin program open, click **Options | Real-time Scan | Scan Options** from the main menu.

2. From this screen, turn on/off real-time scanning and set the scanning properties, e.g., what files will be monitored and the action PC-cillin takes whenever a virus is found.

3. Alternatively, you can toggle on/off Real-time Scan by right-clicking the PC-cillin icon on the Windows taskbar.

Scanning email as it arrives at your mailbox

Using PC-cillin, you can scan your Internet email on-the-fly as it arrives in your Microsoft Outlook Express 4.0 or Eudora Pro 4.0 (and later) mailbox, for constant protection against viruses traveling via email.

1. From the main PC-cillin menu, click **Options | Mail Scan**. The Mail Scan window appears.

2. Under **Real-time Scan for POP3**, choose the action you want PC-cillin to take when a virus is detected, and specify what you want to do if the file cannot be cleaned. Click **Apply** when done.

Scanning saved mail

You can also scan saved mail from Microsoft's Outlook 97, 98, and 2000 using the PC-cillin Scan Wizard.

1. As mentioned above, choose the actions you want PC-cillin to take on viruses and click **Apply**.

2. Next, click the **Scan** button, and then double-click the **Scan Wizard** icon.

3. Choose the last scan option, **Outlook attached files in local folder**, and click **Next** to start the scan.

   After a few seconds, the **Scan** screen will appear, displaying the progress of your scan and a count of viruses found, if any. You can end the scan at any time by clicking **Stop.**

I want to protect my computer from harmful web programs

PC-cillin's Web Security gives you protection against malicious Java applets and ActiveX controls.

Although most web sites are completely safe, it is not uncommon for hackers to write a small program that can automatically download and run on your computer. Usually, there's no way for you to know about it until it's too late and the malicious program has destroyed data, stolen your passwords, or accessed your personal data. PC-cillin's Web Security protects you against these threats and others.

Here's how to use Web Security:

1. From the main Trend PC-cillin window, click the **WebTrap** button, then the **Web Security** icon.

2. Select **Enable Web Security**, then **Prompt for action** to have PC-cillin let you know whenever it encounters a suspect program. Alternatively, select **Block program** to have PC-cillin reject the program without prompting.

3. Click **Apply** to save your configuration.

   You can also toggle Web Security on/off by right-clicking the PC-cillin program icon in the Windows taskbar and clicking Web Security.

Restricting certain Web sites

For protection against offensive web content, PC-cillin includes **Web Filter**, a user-configurable web filtering program that lets *you* decide which web sites to make "off limits."

Here's how:

1. From the main Trend PC-cillin window, click the **WebTrap** button, then the **Web Filter** icon.

2. Choose **Enable Web Filter**, then click **Add** to include a web site on your **Restricted Sites** list.

   ■ Type the URL of the web site that you want to block, for example, `http://www.offensivesite.com/yuk.htm`

   ■ Check **Extend to all sub-pages** to have PC-cillin block the entire web site, not just the specified page.

3. Check **Warn, but then allow entry to restricted sites** to have PC-cillin alert users to objectionable content.

4. Check **Require password to edit the Restricted Site List**, click **Set Password**, and then enter a password to have PC-cillin password-protect the **Web Filter** screen.

   Note: This password is required to access the Restricted Site List.

Keeping your virus protection up-to-date

PC-cillin can be set up so that every week, when you are connected to the Internet, the latest virus pattern file and any available PC-cillin program updates will be downloaded and installed. Both benefits are free for a year to registered customers. If you have a 56.6 Kbps modem, the download will probably take about a minute. You can also do an immediate update of the files.

Here's how:

1. From the main Trend PC-cillin window, click the **Update** button, then the **Update Now** icon.

2. Choose whether you want to update the file from a drive or by downloading it from the Internet (most common).

3. If you use a dial-up connection, you can probably skip the **Set Proxy** option and just click **Next** (see the online help for more information on proxy servers).

If you use Windows Dial-up Networking but are not currently connected to the Internet, PC-cillin will automatically dial your Internet service provider. If you use a different method of connecting to the Internet, you must first make that connection.

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Staying safe with rescue disks

"**Rescue Disks**" are a set of clean, bootable floppy disks that Windows 95 and 98 users can use to recover from a virus emergency (Windows NT and 2000 are not vulnerable to boot viruses).

Creating the Rescue Disks:

1. Obtain four floppy disks and insert the first into the a:\ drive. **Note**: any data on the disk will be overwritten.

2. Click the Windows **Start** button, then **Programs** | **Trend PC-cillin 2000**.

3. Click **Create rescue disk**, and in the screen that appears choose **Complete Rescue Disk set.** Click the **Next** button and follow the on-screen instructions to create and label the disks.

Note: After creating the Rescue Disks, we recommend that you run the **Pattern Disk only** option monthly to keep your protection current.

Using the Rescue Disks:

1. To use the PC-cillin Rescue Disks, insert the **Emergency Boot** disk in the a:\ drive and start your computer.

2. When the computer starts, it will be in DOS mode (a dark screen showing an a:> in the upper left corner). To clean your computer, insert the **PCSCAN Files** disk and type the following command:

```
pcscan /v /c    [press the Enter key]
```

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Sending Trend your viruses...

Quarantined files are saved in a special directory. You can re-scan the files at some point in the future, for example, after the next release of the virus pattern file, or you can submit them to the Trend Virus Doctors for analysis. Files that are already quarantined can also be sent to Trend.

Here's how:

1. Click the **Quarantine** button, then the **Quarantine** icon that appears.

2. Select a file from the list and click **Clean** to try cleaning the file.

3. If it cannot be cleaned, click **Submit** to send the suspicious file to the Trend Virus Doctors.

Files may be placed in your Quarantine directory as a result of the **Action** that has been selected for viruses detected during real-time scanning, during a routine scan task, and when you run a scan using the Scan Wizard.

Remember! Quarantined files may contain live viruses that can re-infect your computer if ever used.

Registration & Technical Support

Trend Micro provides free technical support, virus pattern downloads, and program updates to all registered users. You can contact technical support via email and phone.

Here's how:

1. From the main Trend PC-cillin window, click the **Support** button, then the **Support Wizard** icon.

2. Click **E-mail Trend Technical Support** and click **Next** to send a question to Trend. Or, click **Trend Online Support** to open a web browser and access SolutionBank, our product support database where you can find the answer to all your technical questions.

Contact Information:

Trend Micro Technical Support

Email: support@trendmicro.com

URL: www.pc-cillin.com,
            www.antivirus.com